ABSTRACT OF THE DISCLOSURE

A support interface module for communications between a host system and a support

host over a network. The host system includes at least one application interface having a support

module. The support host includes a support services resource. The support interface module

includes a session handler for receiving a user request from the support module and for

controlling the activities of the support interface module, at least one session generated by the

session handler for processing the user request, a transport handler initialized by the at least one

session for managing communications with the support host, and at least one transport generated

by the transport handler for communication of the at least one session with the support services

resource. The at least one session includes an application programming interface through which

the at least one session cooperates with the support module to process the user request.